



STATE OF NORTH CAROLINA
DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

March 16, 2018

Cindy Palmer, Director
Cherokee County DSS
4800 W. US Highway 64
Murphy, NC 28906

Dear Ms. Palmer:

As follow up to the letter sent by Secretary Cohen earlier today, as you are aware the North Carolina Department of Health and Human Services (NCDHHS) has invoked N.C.G.S. §108A-74(c). Our team will be onsite to assume leadership of child welfare services in Cherokee County on Monday, March 19, 2018 at 8:00 a.m. A roster of team members is attached for your review.

We plan to meet with you first at 8:00 a.m. Following that, we will meet with all child welfare staff to walk through the reason for our presence, what it means for their day-to-day work and supervision, and first next steps. While our team will directly supervise the child welfare staff, we will also work directly with you to understand current oversight and management practices and define appropriate corrective actions.

Logistically, our team will need to be provided with building access and access to the network and a conference room, a list of current child welfare staff and cases along with access to electronic and paper files will also be needed. We appreciate your assistance facilitating these logistics.

Members of our team have scheduled meetings with county leadership, the district court, and the Guardian ad Litem attorney advocate. These meetings will be used to gather information that will help shape our approach to stabilizing the child welfare workforce. I will be speaking at the Board of County Commissioners meeting on Monday March 19, 2018 at 6:00 p.m. Additionally, our team will meet with the full Social Services Board on March 21, 2018 at 4:30 p.m.

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Given that the Department is now temporarily assuming direct responsibility for child welfare services, the corrective action plan sent via email on March 14, 2018 is no longer in effect as we will develop a new plan together in the course of our onsite work.

If you have questions or concerns, please contact me at 919-685-6294.

Sincerely,



Michael A Becketts
Assistant Secretary for Human Services

Attachment: Roster of Team Members

cc: Mandy Cohen, DHHS Secretary
Susan Perry-Manning, Deputy Secretary for Human Services
Julie Cronin, DHHS Assistant General Counsel
Randy Wiggins, Cherokee County Manager
Cherokee County Board of Commissioners
Cherokee County DSS Board

NC Department of Health and Human Services Team Roster for Cherokee County

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